

Project Title

Salesforce Student Permission & Query Management System

Problem Statement

In colleges and universities, students frequently need permissions or approvals from their respective Heads of Departments (HODs) and administrative units for activities such as:

- Leave applications,
- Participation in cultural/technical events,
- Lab/project approvals,
- Examination or academic-related queries.

Currently, this process is **manual and time-consuming**. Students have to physically visit multiple departments, wait for availability of HODs, and track approvals through verbal or paper-based communication. This leads to:

- Delays in decision-making,
- Lack of transparency in approval status,
- Unnecessary stress for students and faculty,
- No structured data for management to review.

Hence, there is a strong need for a **centralized digital solution** that automates, tracks, and streamlines the permission and query handling process.

Use Case

Actors:

- **Student:** Requests permission or raises a query.
- **Department Head (HOD):** Reviews and approves/rejects requests.
- **Admin/College Management:** Monitors overall request flow and generates reports.

Workflow:

1. A student submits a request (leave, lab access, event participation, project approval, etc.) or raises a query in the Salesforce system.
2. The request is automatically routed to the respective HOD based on the department.
3. The HOD reviews the request:

- If approved → Status updated to *Approved*.
 - If rejected → Status updated to *Rejected*.
- 4. The student is notified automatically via email about the decision.
- 5. College management can view real-time dashboards showing:
 - Number of requests raised, approved, or pending.
 - Department-wise query resolution.
 - Average response time.

Benefits:

- Eliminates the need for students to physically visit HODs.
- Brings transparency and accountability to the process.
- Saves time for both students and faculty.
- Provides valuable analytics to management for improving efficiency.